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Disaster Debris Removal Monitoring Services

2.0 Scope of Services

2.1 Background

The County is soliciting proposals for disaster debris removal monitoring services to support the oversight and management of debris recovery contractors. The selected Proposer shall provide oversight and management of debris recovery contractors including, but not limited to: field monitoring of debris removal and reduction, truck certification, damage assessment, training, emergency planning and other related services as needed and/or requested by the County. Other related services may include facilitating communication with the Federal Emergency Management Agency (FEMA), Federal Highway Administration (FHWA), the State of Florida and other federal agencies and coordination with state insurance representatives.

2.2 Services to be Performed

A. Project Management: The selected Proposer shall:

1. Provide trained staff and necessary equipment to properly provide the services outlined throughout this solicitation. The selected Proposer's equipment shall include, but not be limited to personal protective equipment (e.g., traffic vest, hard hat, gloves, etc.), safety equipment (e.g., traffic cones, barricades, etc.), transportation, and electronic and telecommunication devices (e.g., digital cameras, tablets, lap tops, communication devices, Global Positioning Systems (GPS) etc.) at no additional cost to the County.
2. Monitor the debris recovery contractors. The selected Proposer shall schedule work for all project management team members and debris recovery contractors on a daily basis.
3. Determine the impact and magnitude of the disaster event before federal assistance is requested, identify damaged locations and facilities, pre and post disaster estimates of debris quantities, document eligible costs and describe the physical and financial impact of the disaster.
4. Assign a Project Manager (PM) and an Operations Manager (OM). The PM shall be assigned as the County's point of contact. The OM shall be supported by Field Supervisors, to oversee debris recovery contractors.
 - a. At the discretion of the County, the PM may be physically located in the County's Emergency Operations Center (EOC) or other location specified by the County. The PM shall be supported by the full array of

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selected Proposer's resources to enhance efficiency and expedite deliverables.

5. Monitor debris recovery contractors' progress, including issuance and electronic recording of load tickets, make/implement recommendations to improve efficiency speeding up recovery work.
6. Provide post debris staging services including certifying volumetric capacity of trucks designated to remove debris from the site; monitor and record contractors or other entities removing debris, the types of debris and volume of each load removed from the staging site and each load's final disposal location(s); when requested by County's Project Manager, prepare the staging site's closure plan, oversee and document staging area contractor's restoration and site closure activities, certify completion of site closure in accordance with plan, and provide final site closure report to County, FEMA and any regulatory agencies having jurisdiction over the site or activities.
7. Use hand-held electronic device(s) and state-of-the-art technology for documentation and data management.
8. Conduct truck certifications of debris recovery contractors' equipment to include maintaining a certified truck database with records of measurements, truck photos, certified truck capacity and other pertinent vehicle information (e.g. owner, vehicle registration, company etc.).
9. Assist the County in responding to public concerns and comments regarding property management, damage assessment, replacement of damaged property, status of clean-up, clean-up target dates, etc.
10. Manage the collection area in which debris recovery contractor is operating and perform damage assessment, when needed or as requested by the County. Document damages caused to private properties and public lands through damage assessments.
11. Review and reconcile contractor invoices for payment and prepare FEMA work sheets for reimbursement for debris hauling, monitoring, reduction, and disposal efforts. The selected Proposer, in performing services related to review of invoices and payment requests and the rejection and approval thereof, agrees to perform all of its services for the County in strict compliance with this Solicitation and Part VII of Chapter 218 of the Florida Statutes titled "Local Government Prompt Payment Act" as if it were the local government entity. If a dispute arises between the selected Proposer and the debris recovery contractor concerning payment of an invoice or payment request, the selected Proposer shall immediately notify the County in writing of such dispute.

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12. Make available project documents and data, in hard copy and through an electronic database, to designated County personnel. The County shall have access to the project documents and data during normal business hours (Monday through Friday 8:00 a.m. to 5:00 p.m.) and available at all times through an electronic database.
13. Provide digitization of all source documentation, such as load tickets supplied to the County with each invoice, as required by FEMA and FHWA and to be compatible with the County system that utilizes Microsoft Office.
14. Establish a Project Management Team to support the Project Manager listed in item two of this section to include the following:
 - a. Project Manager
 - b. Operations Manager/Assistant Project Manager
 - c. FEMA Reimbursement Manager
 - d. Field Supervisor
 - e. Truck Certifier
 - f. Scheduler/Truck Dispatcher
 - g. Damage/Debris Assessment Specialist
 - h. Collection Monitor, Disposal Monitor, Flagmen/Traffic Controllers
 - i. Data Clerk
 - j. Engineer/Scientist
15. The selected Proposer may add other positions to the Project Management Team, as necessary, with the written approval of the County's Project Manager. The selected Proposer is encouraged to utilize local work force as available, as travel and lodging are not covered by the County (refer to Form B-1, Price Proposal Request).

B. Response Time and Mobilization:

Predicted Events

A "Predicted Event" shall mean a debris generating event that can be anticipated at least 24 hours before it affects the County, for example a tropical weather system. The selected Proposer, when requested by the County, shall report to the location designated by the County, at a minimum of 24 hours prior to a predicted emergency event.

Unpredicted Events

An "Unpredicted Event" shall mean a debris generating event that cannot be anticipated at least 24 hours before it affects the County, for example a tornado. Emergencies other than predicted events, the selected Proposer shall report within six (6) hours of notification to the location specified by the County authorized representative. The selected Proposer shall mobilize a staff of sufficient size to adequately administer and monitor debris operations, as indicated herein.

C. Meeting and Communications: The selected Proposer shall:

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1. Maintain open, timely conversations and written documentation with FEMA and FHWA to provide successful completion of the disaster response.
 2. Throughout the execution of the recovery operations, meet with County representatives as directed and coordinate with the County.
 3. Attend pre-work conferences(s) for the debris recovery contractors, as directed by the County, and convene and attend regular progress and coordination meetings, as directed by the County.
 4. Provide minutes in an electronic format of all such meetings to the County. Minutes shall be provided the next business day after the meeting occurs.
 5. Coordinate daily briefings, work in progress, staffing, and other key items with the County's Project Manager.
- D. Operational Reports and Other Documentation:
The selected Proposer shall prepare and submit operational reports to the County throughout the duration of the recovery operations. Daily reports shall document the debris recovery contractors' activities and progress from the previous day. The daily reports shall be submitted by 8:00 a.m. to a distribution list established by the County's Project Manager. Each daily report submitted shall contain at a minimum the following information:
1. Contractors' names;
 2. Number of Contractors (and their crews working that day), number of loads, estimated cubic yards for the day and the respective cumulative loads and cubic yards;
 3. Reports and graphs (to document production rates of crews and their equipment, progress by area and estimation of total quantities remaining, time to completion, and daily cumulative cubic yards of debris removed, processed and hauled); and
 4. Geographic Information Systems (GIS) mapping data updates and digitized reports. All required GIS layers will be provided to the selected Proposer by the County's authorized representative, prior to an event or as soon as possible to ensure up to data files and consistency in field structure.

At the County's sole discretion, additional reporting information and data may be required.

- E. Field Monitoring:
The selected Proposer shall provide a minimum of one (1) Collection Monitor [see Section 2.2(A), item 14 (h)] per debris recovery crew. The Collection Monitor shall oversee the debris recovery crew for contract compliance, efficiency and

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regulatory compliance. The Collection Monitor shall provide feedback to the County through a Field Supervisor.

Responsibilities of selected Proposer's Project Manager, and the Project Management Team, including the Collection Monitors, shall include, but not be limited to:

1. Document daily and weekly recovery work and costs ensuring that proper records are maintained for load tickets, using a hand-held electronic data management device. This documentation is required as evidence to support and document recovery costs and reimbursement of the County.
2. Inspect the means and methods, according to FEMA's guidelines for reimbursement, to measure and record work, recommending changes that may be needed.
3. Stop work in progress that is not being performed or documented in the appropriate manner.
4. Inspect work in progress to ensure that removal efforts include debris of the proper type according to County, FEMA and FHWA classification in the proper areas as assigned by County authorized representative.
5. Check work in progress to ensure that the proper work authorizations, permits, and other regulatory requirements and prerequisites have been received and approved.
6. Verify that all debris sites and staging areas have adequate access control and security.
7. Recommend any improvements in work assignments and/or efficiency and productivity that may be appropriate.
8. Maintain digital photo documentation of recovery work, as required by the County.

F. Debris Site and Staging Area Monitoring:

The selected Proposer shall ensure that a minimum of four (4) Disposal Monitors per debris site and/or staging area are deployed upon establishment of each site to assess and record load volumes and provide coordination and perform other related activities necessary for reimbursement by FEMA. The County authorized representative will advise if additional Disposal Monitors are required depending on the size of the debris site and/or staging areas.

G. Public and Private Property Damage Assessments:

The selected Proposer shall assign Damage Assessment Specialists to document field damages to private properties and public lands and to notify contractors of their responsibilities in repairing damages. In the event that damages are not repaired to the satisfaction of the homeowner and/or government entity, and where the debris removal contractor claims no further

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responsibility, the documentation from each of these incidents shall be turned over to the County's Internal Services Department, Risk Management Division for final resolution.

H. Technical Expertise and Guidance:

Per event, when directed by the County, the selected Proposer shall:

1. Develop and submit a comprehensive emergency management plan to include plan development, review, and revisions.
2. Provide damage assessments of facilities; assessment plan development, procedure development, staff training, staff augmentation, and deployment.
3. Develop a comprehensive mitigation program to include development of a mitigation plan, cost benefit analysis, project management, and environmental review.
4. Provide the County all relevant data and supporting documentation as may be required by the Mayor, County Senior Management Staff, Board of County Commissioner's (BCC) and BCC Subcommittees.
5. Provide technical support and assistance in developing public information.
6. Provide other reports and data as required by the County.

I. Final Report:

A final report of volume and any other information collected for each event, as requested by the County, shall be prepared by the selected Proposer and shall be submitted to a distribution list as established by the County's Project Manager, within 30 days of completion of the recovery operations. Recovery operations include remediation of sites, closure of sites and conclusion of all related operations. At a minimum, the following information shall be included in the report.

1. Discussion of lessons learned and recommendation for future disaster response, including the County's recovery contract requirements and results.
2. Recommendation for future disaster response strategies.
3. Digital copies of manifests, certificates, and related documents.
4. All other data taken during the implementation of the Disaster Response Plan.

J. Event Closure:

The selected Proposer shall review and process requests for payment by the debris removal contractors. As part of this process, the selected Proposer shall reconcile contractor invoices for payment and prepare FEMA work sheets for reimbursement by FEMA for debris hauling and monitoring efforts. The selected

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Proposer shall prepare final reports necessary for reimbursement by FEMA, FHWA and any other applicable agencies involved in disaster recovery efforts.

K. Additional Services:

While the County has listed most of the critical services that the selected Proposer shall perform, at the County's sole discretion, the selected Proposer may be required to perform any of the following **additional services**, but not limited to:

1. Provide training sessions for County personnel, as identified by the County.
2. Provide aerial photographs of debris sites or other areas as requested by the County, per FEMA and FHWA's specifications.
3. Assist in all disaster debris recovery planning efforts as requested by the County. These planning efforts shall include at a minimum development of a debris management plan to include, assistance in the identification of adequate temporary debris storage and reduction sites, estimation of debris quantities and emergency action plans for debris clearance following an event.
4. Provide Public Assistance Consulting Services to include:
 - a. Identification of eligible emergency and permanent work
 - b. Damage assessment
 - c. Assistance in obtaining immediate needs funding
 - d. Prioritization of recovery workload
5. Develop and submit comprehensive emergency management plans such as the Continuity of Operations Plan (COOP) or Emergency Operating Plan (EOP) to include plan development, review and revisions.
6. Develop and submit a debris management plan – including identification of an adequate number of Temporary Debris Storage and Reduction Site (TDSRS) locations
7. Provide other related emergency management and consulting services identified and required by the County.

In situations where the selected Proposer may be required to provide these additional services, a formal written proposal shall be provided with the scope of work and price to be submitted for review and approval by the County's Project Manager. The hourly rates for these services shall not exceed those stipulated in the Price Schedule B. Reimbursement for equipment, material and for subcontracted services not stipulated in the Price Schedule B shall be included in the formal written proposal and will be considered on a case-by-case basis. **The County will not reimburse the selected Proposer for any additional costs of any kind not originally included in the scope of work that was pre-approved.**